

# Taking swift action for clients when new laws are enacted

## CHALLENGE

In March 2020, the U.S. Congress passed the Families First Coronavirus Response Act, effective April 1. FFCRA required certain employers to temporarily provide employees with expanded job leave for specified reasons related to COVID-19. Little interpretation and guidance were provided, leaving employers uncertain about how to comply with the new law and manage related leaves.

## SOLUTION

Sedgwick worked diligently to verify which mid-size employers and public entity clients fell under the FFCRA. Workforce absence leadership partnered with our technology and implementation teams to quickly configure emergency family and medical

leave (EFMLA) and its eligibility criteria in our claims system and apply it to the programs of all impacted clients. We trained clients and operations colleagues alike on the new documented processes for EFMLA in time for the April 1 implementation.

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**EMPLOYERS RELY ON SEDGWICK AS THEIR TRUSTED PARTNER IN MANAGING WORKFORCE ABSENCE AMID A COMPLEX AND EVER-CHANGING LEGISLATIVE ENVIRONMENT.**

## RESULTS

Clients were extremely grateful for the expert guidance provided by our client services and compliance teams during a tumultuous time. They expressed appreciation for Sedgwick's proactive communication and educational resources on FFCRA, as well as our quick solutions that enabled them to fully comply with the law and effectively manage employee leave requests.

**200,000**  
*client employees eligible for FFCRA leave*



## SEDGWICK'S WORKFORCE ABSENCE TEAM:

### DEVELOPED

FFCRA solution in just

**2** weeks

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### SUPPORTED

**128** clients

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### MANAGED

nearly

**2,000**  
emergency leave cases

